



Lifelong Learning Programme



Ondersteunt mensen met een handicap
bij wonen, werken, leren en vrije tijd

Marga Campschoer
Gezondheidszorg psycholoog

**People development and
involvement at Pluryn**



Expert Knowledge

How to learn from each other

**My roots are touching unseen
knowledge**



People development and involvement

Emphasis in this presentation

- Care for, reward and recognize their people*
- Recognize value of intellectual capital
- Actively involve and empower people generating improvement ideas

People = clients and professionals



*Helping condition 1:
Prepare people*

Training VRIJBAAN Method 2004

Empowering the clients

The essential part of the training is
take control of your own life

Helping condition 2: Prepare the environment

Project REQUEST 2007

Empower the organization

An essential part in this project is giving space to empowered people in the organization

Expert Knowledge

How to learn from each other

**My roots are touching unseen
knowledge**



From theory to practice *3 instruments*

- Interdisciplinary intervision
- Topic meeting
- Interactive seminar

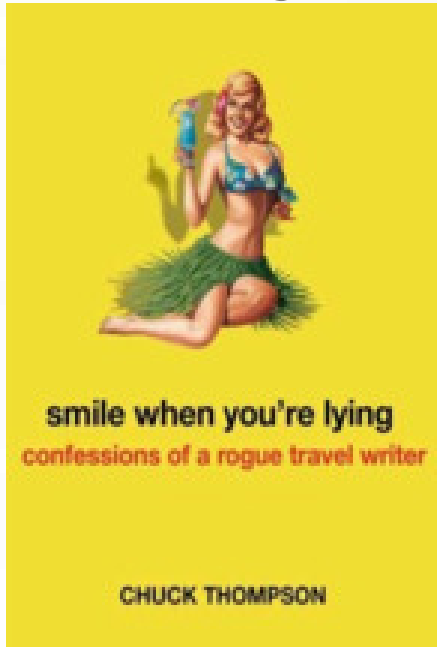
Intervision staff

- **Purpose**
 - Stimulate problem solving in work
 - Systematic feedback
 - Fresh look
- **Participants**
 - ± 8 colleagues staff
- **Method**
 - 1,5 hour; 'Balint' or 10-steps method
- **Results**
 - Support by sharing
 - Learning from each other
 - Relativate and take distance
 - Overcome threshold fear,
 - Empowerment



Pitfalls in intervision

- The answers become more important than the process of learning



- Convincing each other



- Twaddle & Babble



*Topic meeting:
the client is the expert*



Topic meeting

- **Purpose**

Improvement of knowledge by means of the experienced expert = the client

Support by sharing

Enhance and develop self presentation to “ third party”

- **Participants**

± 15 clients & staff

- **Method**

1,5 hour, prepare together with clients and client counsel,

visualize the topic, group interaction, evaluate and choose a topic for the next time, serve some cake and coffee /tea for an informal and safe atmosphere

- **Evaluation**

new information for professionals and growing respect and..

Important guidelines

- Listen
- Ask and be
- Interested
- Patient
- Humble
- Open
-



Interactive Seminar

- **Purpose:**
Clients and staff share and improve their knowledge on organizational topics
- **Participants:**
clients and staff and relevant others
- **Methods**
6 hours, prepare together
Expert presentation
Interactive workshops
Debate on the basis of propositions
Serve good food, save environment
- **Evaluation**
Learning by playing, see and hear each other in a different way
It is very animated,
Exchange different views and..



Important guidelines

- Listen
- Ask and be
- Interested
- Patient
- Humble
- Open
-



Movie

“ A TYPICAL DAY IN A STUDENTS LIFE”

- EVERYONE HAS THE RIGHT TO BE APPROACHED AS AN ADULT
- EVERYONE HAS THE RIGHT TO PSYCHOLOGICAL SUPPORT
- EVERYONE HAS THE RIGHT TO PRIVACY
- EVERYONE HAS THE RIGHT TO WORK IN A SAFE ENVIRONMENT
- EVERYONE HAS TO BEHAVE

Hendrik e.a.